

Dear Customers, Dear Business Partners,

within a very short time frame, SHOT LOGISTICS reacted to the new global challenge and took proactive and smart measures, which are demanded by the unexpected events of Covid-19 to keep offering our customers, and partners the service they can truly rely on and which they expect from their SHOT service provider:

Superior Handling Optimal Transport.

This was only possible, because SHOT LOGISTICS acted as a team “1Team” and all employees immediately supported and helped each other. That is why it was possible for us to instantly set up and implement a contingency plan in order to keep serving our valuable customers and partners, showing the true strength of SHOT – we still design everything to make your life easier even in times of Covid-19!

The team of SHOT LOGISTICS implemented and adapted work processes according to the unpredictable global Covid-19 outbreak in order to continue to offer you a trouble-free service:

- All commercial employees work remotely from home.
- All employees of SHOT LOGISTICS are available for our customers and partners by phone or e-mail.
- Daily appointed jour fixe conference and video calls with all responsible Department Managers of our seafreight/airfreight/ trucking and our warehouse are taking place every morning and afternoon. This is to ensure accurate and complete coordination within all modes of transport. Thus enabling us to make important decisions in real-time and react immediately to new, upcoming situations.
- A SHOT Remote-Guideline has been created to support our employees in making their “Home office” - day as productive and positive as possible, including:
 - Remote Guidelines for optimal working and productive daily planning = to-do list
 - Links and Apps of home sports activities for a healthy balance
 - Tips and tricks to organize remote working as stress-free as possible for our employees with kids at home
- a company chat group has been established to speed up the exchange of information within the team.
- Among other steps, we have optimized our operation by creating an “online original B/L transmission” for our seafreight shipments that saves significant time for all parties.
- We are in constant contact either by phone or e-mail with our partners, representing all modes of transports in order to act and react immediately should there be any changing circumstances as in many areas the market has turned into a spot / ad hoc market and therefore quick decisions are even more crucial these days.
- our warehouse processes are optimally adapted to the current situation and the resulting changes in capacity We act on site in accordance with the current situation, always respecting the specified hygiene and safety regulations of the government and local authorities to enable us to reach our prioritized object: Keep partners, customers and employees healthy and safe while still offering you the optimum SHOT-service You are used to!

Warm and healthy regards from your 1Team!

SHOT MAKES THE DIFFERENCE

